



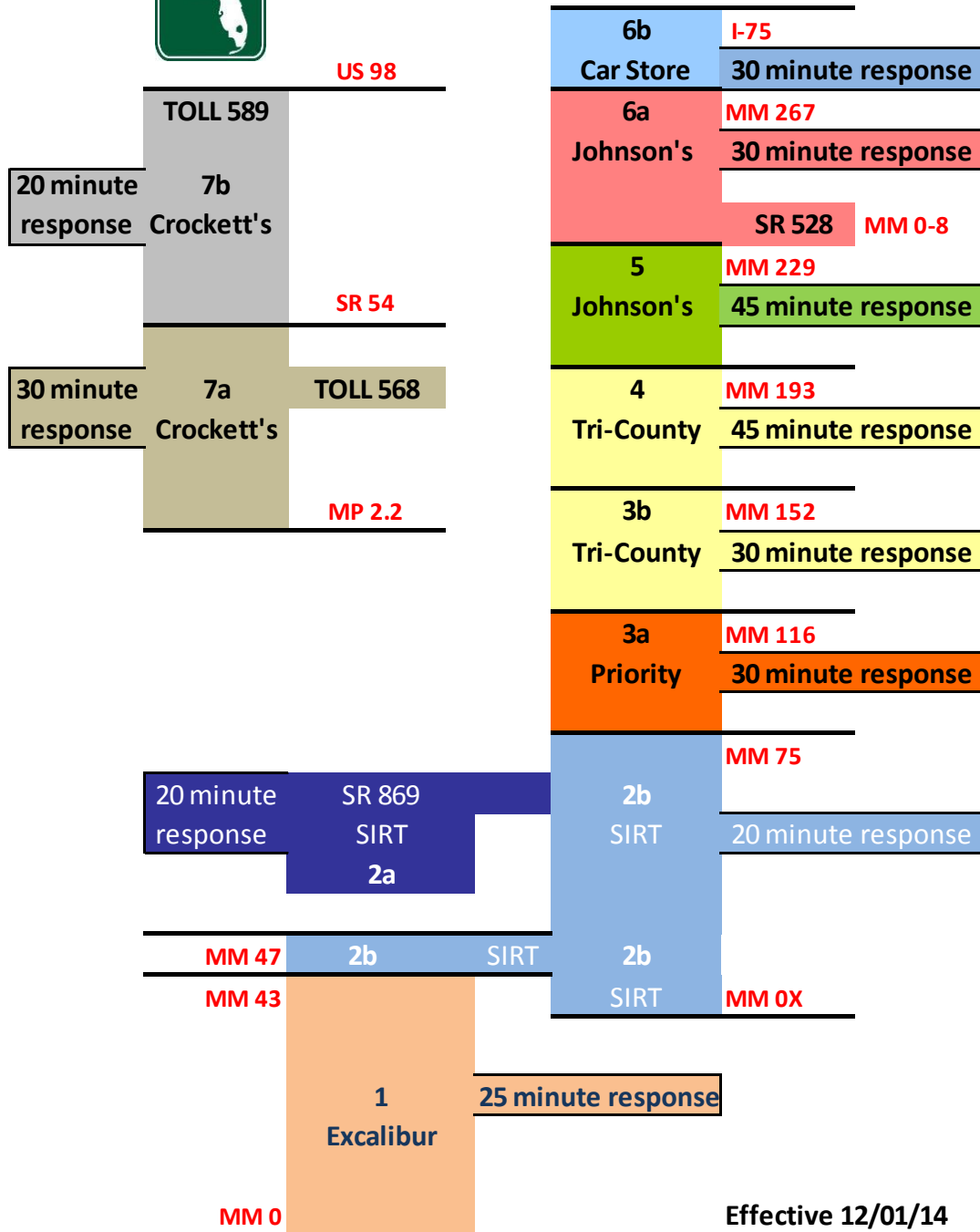
# 2014 Specialty Towing And Roadside Repair Annual Report



Florida's Turnpike Enterprise  
Incident Management Team  
January 1, 2015



## TOWING SECTORS / RESPONSE TIMES



STARR Vendor/Sector Breakdown

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## Introduction

Implemented in June 2009, the Turnpike's Specialty Towing and Roadside Repair (STARR) program is designed to expeditiously meet the towing and repair needs of Florida's Turnpike customers. Utilizing a competitive bid process, qualified tow vendors are awarded contracts to respond to Florida Highway Patrol-dispatched calls in designated sectors on the Turnpike.

Under STARR, vendor performance is measured for expedited response commitment and communicated to the contractors on a regular basis, and each contractor is required to meet their performance standards. Changes to vendor Operations Plans can be made according to contractors' ability to meet these standards. The STARR program is a key component of Turnpike's efforts to increase travel time reliability and improve service and safety to our customers. The Towing and Recovery Association of America certifies STARR personnel who receive training to work safely under high-speed traffic conditions. STARR service wreckers and facilities are regularly inspected by Turnpike personnel to ensure compliance with STARR specifications, and authorized STARR service vehicles are identified by a Florida Turnpike Enterprise FTE decal.

Since the start of the STARR Program, vendors have operated at an 88.2 percent on-time success rate with a 20 minute, 02 second response time for just under 40,000 events.

### 1. STARR Program Details

Under STARR, the Turnpike Mainline, the Homestead Extension of Florida's Turnpike, the Sawgrass Expressway and starting on December 1, 2014, the Veterans Expressway/Suncoast Parkway are segregated into eleven coverage sectors (Table 1 below), designated by mile posts with towing and roadside repair contracts awarded to area tow contractors. STARR contracts are cost-neutral for FTE, and require the tow contractors to respond with light-duty wreckers to Florida Highway Patrol (FHP) dispatched calls within 30 minutes or less in urban areas and 45 minutes in rural areas. The contract also calls for the vendor to dispatch a heavy-duty wrecker should the circumstances of the event call for one. Contracts are performance-based, requiring adherence to contractual response times and provision of a high level of customer service and safety.

Performance is measured and communicated to the contractors on a regular basis, and each contractor is expected to meet their performance standards. Changes to a contractor's Operations Plan can be agreed to and made according to contractors' ability to meet these standards.

Note: The Polk Parkway, Seminole Expressway, Western Beltway, and Southern Connector Extension are not part of the STARR Services Program and remain under the Florida Highway Patrol wrecker call rotation system.



Sector	Roadway	Begin Point		End Point		Mileage (Approx.)	Service Plaza
1	HEFT	Exit 1	S. Dixie Highway US 1	Exit 43	Red Road	43	Snapper Creek MP 19 (No Tow Lot)
2a	Sawgrass Expwy.	MP 0	I-75 / I-595	MP 22.5	Turnpike Mainline	23	No Service Plaza
2b	SPUR	Exit 0X	Golden Glades	Exit 4X	Mainline	4	Pompano MP 65
	HEFT / Mainline	Exit 43	Red Road	Exit 75	Glades Road	32	
3a	Mainline	Exit 75	Glades Road	Exit 116	Indiantown Road	41	Palm Beach MP 93
3b	Mainline	Exit 116	Indiantown Road	Exit 152	SR 70 Fort Pierce	36	Port St. Lucie / Ft. Pierce MP 144
4	Mainline	Exit 152	SR 70 Fort Pierce	Exit 193	SR 60 Yeehaw Junction	41	Ft. Drum MP 184
5	Mainline	Exit 193	SR 60 Yeehaw Junction	MP 229	Canoe Creek Plaza	36	Canoe Creek MP 229
6a	Mainline	MP 229	Canoe Creek Plaza	Exit 267	SR 50 Toll 429	38	Turkey Lake MP 263
	Beachline	MP 0		MP 8		8	n/a
6b	Mainline	Exit 267	SR 50 Toll 429	Exit 309	I-75 Wildwood	42	Okahumpka MP 299
7a	Toll 589.	MP 2.2	Independence Parkway	Exit 19	SR 54	17	No Service Plaza
	Toll 568	MP 0	Toll 589	MP 3	N Dale Mabry H	3	No Service Plaza
7b	Toll 589	Exit 19	SR 54	Exit 55	US 98	36	No Service Plaza

Table 1 - Towing Sectors



Windell Thompson, STARR operator for Emerald Towing developed the company's new safety slogan

## 2. New STARR Contracts Awarded

New contracts were prepared based on the collective experience of the program since its inception and were advertised for a December 1, 2014, implementation. Scope of Work changes are highlighted below.

Item	Location	Comment
2.7.1 Towing Sectors	Exhibit A, Page 6	Sector 1a (MP 0 to MP 23) and Sector 1b (MP 23 to MP 43) combined into one sector (1) to provide a sufficient number of calls for vendor to effectively manage sector.  Sector 7a (Toll589, MP 2 to MP 19 and Toll568, MP 0 to MP 3) and sector 7b (Toll589, MP 19 to MP 55) added to extend STARR to the West Coast.
4.1 Response Times	Exhibit A, Page 11	Revised monitoring of 90% on-time performance measure from quarterly to monthly using rolling 3-month average
5.2.1 Shoulder Use	Exhibit A, Page 22	FHP provided review of section.
5.2.2 Official Crossover Use	Exhibit A, Page 22	Language on exceptions clarified.
6.1.5 Insurance and Indemnification	Exhibit A, Page 30	Vendor required to furnish copy of insurance certificate to Contract Administrator every six (6) months to ensure that contractual coverage is in effect.
6.1.11 Motor Club Services	Exhibit A, Page 32	Contractual requirement of providing motor club services removed.
3.3 Permit Fees	Exhibit B, Page 3	Revised minimum permit fees based on actual experience, anticipated increased vendor reimbursements and sector mileage changes.
Open Roads Policy	Appendix A	Inserted new Open Roads Policy
Historic Service Calls	Appendix B	Deleted AAA calls; updated number of service calls with recent data
Road Ranger Patrol Zones	Appendix C	Zone coverage revised to reflect enhanced hours effective March 2014.
Maximum Rates and Fees	Appendix D	Deleted references to motor club calls. No change to pricing.
Hurricane Support Plan	Appendix E, Page 3	Plan sectors revised to reflect merger of sectors 1a and 1b.
Hurricane Support Plan Rates	Appendix F, Page 1	Determination of comparison hourly rates for Hurricane Rates revised to reflect merger of sectors 1a & 1b.
Hurricane Support Plan Rates – Vendor Application	Appendix G, Page 6	Plan sectors revised to reflect merger of sectors 1a and 1b and addition of sectors 7a and 7b.
Distance from facility to Sector	Various	Specified “driving” distance as method of measurement

**Table 2 – Scope of Work Changes**

Six different STARR vendors were selected through a competitive Request for Proposal process to provide service in the eleven defined sectors. Each awarded contract is incentivized as a one-year contract with up to three one-year renewals, depending on performance. Due to a contractual protest, the awarding of the last new contract (Sector 3a) will be held for a first quarter 2015 implementation.



### 3. Performance Executive Summary

2014 was another dynamic year for the STARR program, and events during the last half of the year had a negative impact on the program's overall performance. Three sectors, 1b, 3b and 4 each had a dramatic drop in their on-time performance and a large increase in their average arrival time. New contracts were awarded for these sectors in December.

**For calendar year 2014, STARR vendors responded to 6,430 FHP-dispatched calls. Vendors met the required quick-response timeframes 88.2 percent of the time, with an average response time of 21 minutes, 13 seconds. (Figures 1 and 2). This compares favorably to the program average of 88 percent on-time, but unfavorable to the program average response time of 20 minutes, 02 seconds over 39,860 calls. It should be noted that due to the continuing hard work of and dedication of several of the vendors involved in the program, the average arrival time in 2014 only deviated from the program's average arrival time by just over one minute.**

**Of special note are the consistently high on-time arrival percentages achieved by Sector 3b vendor, Priority Towing (95% for the year) Sector 2a/2b vendor, SIRT (93% for the year); Sector 1a vendor, Excalibur Towing Service (91% for the year) and Sector 6b vendor Johnson's (90% for the year).**

Figures 1 and 2 below detail the program's monthly performance in on-time percentage and average arrival. As a norm, the months with the higher the on-time percentages also had the lowest average arrival times.



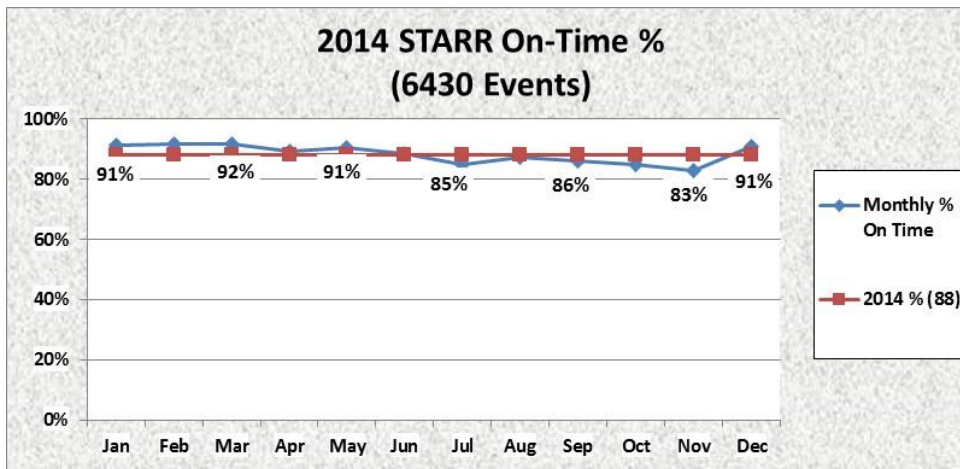


Figure 1 - STARR Program On-Time Percentage 2014

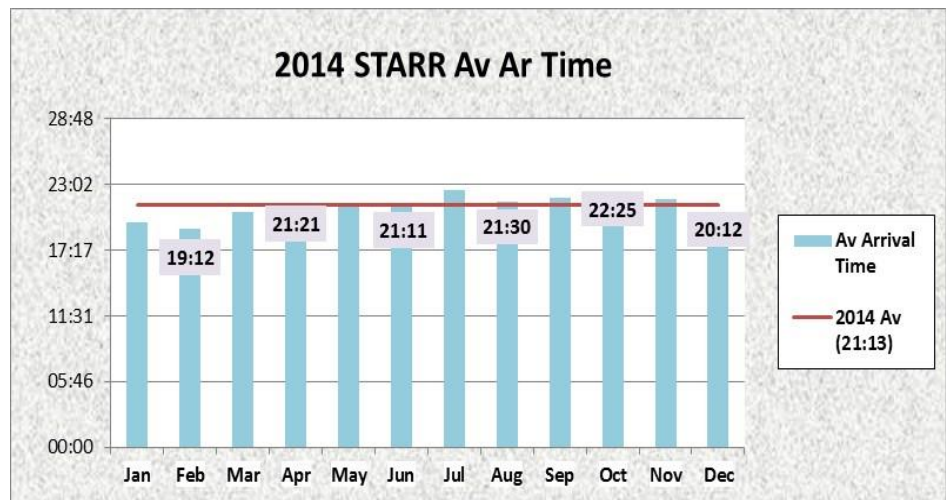
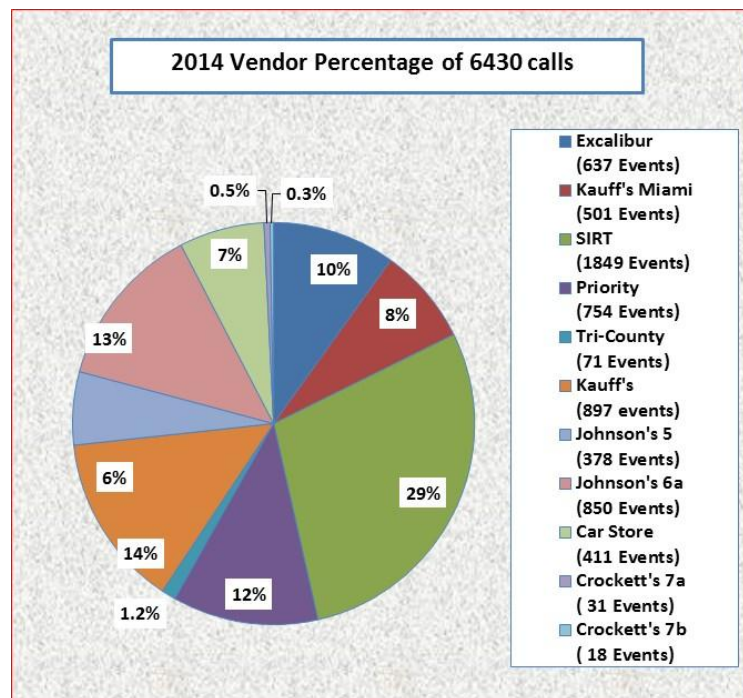


Figure 2 – STARR Program Average Arrival Time



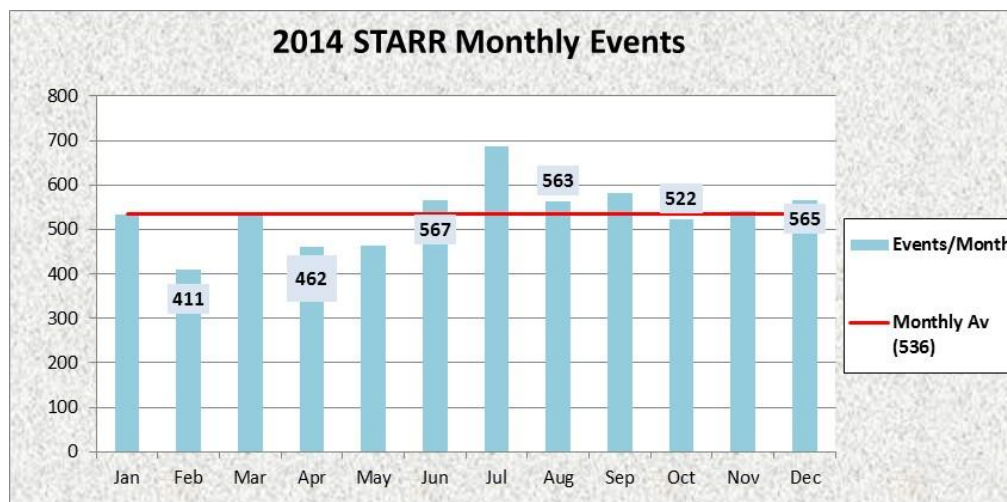


Figure 3 shows the vendors' percentage of calls received. SIRT, the STARR vendor operating in Broward County in Sectors 2a and 2b, answered the highest percentage of calls during the year, responding to 29% of the 6,430 total number of calls. Johnson's Wrecker Services answered the smallest percentage of calls in Sector 5, with just 6% of the total calls.



**Figure 3 – Vendor Percentage Breakdown of Calls**

STARR vendors responded to an average of 536 FHP-dispatched calls per month. The four peak months occurred during the summer travel months of June through September and the three lowest event months were February, April and May.

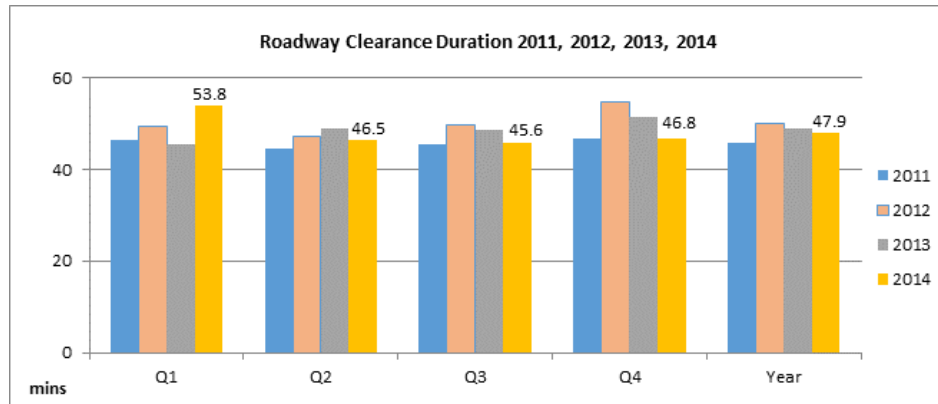


**Figure 4 – Average STARR Calls per Month**

FHP Computer Aided Dispatch (CAD) continues to serve as the primary source in computing program performance measures. FHP CAD entries, after a TMC representative review, are the official timekeeping measures for the program, followed by vendor dispatch records and Traffic Management Center (TMC) reporting as secondary information and verification tools.

### National Traffic Incident Management Performance Measures

The average arrival time of STARR wreckers of just over 21 minutes contributed to the continuing decrease in average Turnpike Roadway Clearance (47.9 minutes in 2014). The STARR performance measure, along with the reporting of secondary crashes, is continually aligned with the Federal Highway Administration's (FHWA) National Unified Goal (NUG) Incident Management measures across the United States.



## 4. 2014 STARR Milestones

### 4.1 Customer Brochure/Comment Card

The brochure, as seen on page 22, was first implemented in February 2011 with a goal to better familiarize our customers with the STARR Program and differentiate it from the free Safety Patrol program. The brochure explains the program and provides informational resources and FTE contacts. It also includes a postage-paid Customer Comment card providing our customers an avenue to give feedback on the program. During 2014, 335 comment cards were received and all were positive (compared to 419 in 2013). With a scale of 1 to 5, with 5 being very satisfied, the overwhelming majority of the customers who returned a comment card were very satisfied with their experience with the tow operator and/or office. The brochure/comment card continues to be distributed by STARR operators as they assist customers.

### 4.2 TRAA Certification

All STARR operators are required to be fully trained in professional towing and recovery services and obtain a Level 1 Light Duty Towing and Recovery certification from the Towing and Recovery Association of America (TRAA) within six months of service. The certification includes a one-hour exam administered by a TRAA proctor to oversee the exams. During 2014, seventeen STARR operators received their TRAA certificate. With the implementation of the new contracts, all vendors will be held to their contractual obligation to have all operators certified within their first six months.

### 4.3 STARR Operator Background Checks

In addition to meeting age requirements, licensing qualifications, being drug-free, and having a safe driving record, STARR Operators must successfully clear a Florida Department of Law Enforcement (FDLE) background check. FTE utilizes a streamlined background check approval process which allows FTE staff to approve

operators with no significant criminal record. Questionable candidates are reviewed by FHP Troop K command staff on an as-needed basis and their recommendations on operator suitability for participation in the STARR program are followed. During 2014, thirteen background checks were reviewed by FHP and 85% of these candidates were approved.

#### 4.4 Florida's Turnpike Website

Continued transparency is provided to our customers by highlighting the differences between the free Road Ranger Safety Patrol services and the for-fee STARR program services and by posting STARR rate information on the FTE website [http://www.floridasturnpike.com/tools\\_motoristassistanceguide.cfm](http://www.floridasturnpike.com/tools_motoristassistanceguide.cfm)

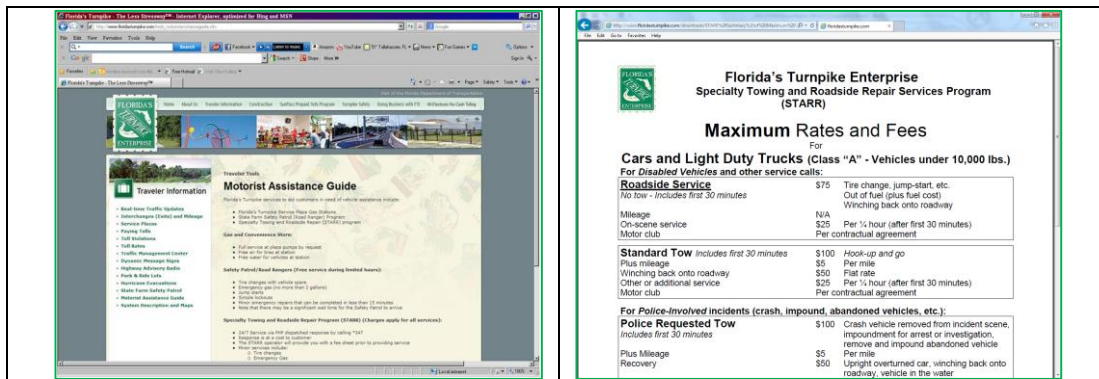


Figure 5 - Motorist Assistance Guide posted on Florida's Turnpike Website

Customers can access the Motorist Assistance Guide, as well as review the maximum tow rates and associated fees. This has contributed to our continued minimum number of customer complaints. Turnpike staff, STARR vendors and FHP Troopers advise motorists of the information available on the web site.

#### 5. STARR Vendors

Table 3 below lists the STARR vendors operating from January 1, 2014, through November 30, 2014, under contracts awarded in June 2013. The STARR vendor contracts were awarded with a requirement to meet or surpass their submitted contractual response time and customer satisfaction expectations. Each selected vendor successfully proposed and submitted an operations plan dealing with all three classes (A, B & C) of response.<sup>1</sup> Class A responses continue to make up the vast majority of STARR calls.

**13,354: The number of hours STARR vendors have spent enroute to calls since Program start in June 2009**

<sup>1</sup> For the STARR program, Class A tows are defined as vehicles with a Gross Vehicle Weight Rating less than 10,000 pounds. A Class B tow is a vehicle between 10,000 and 33,000 pounds and includes vehicles with dual wheels but not tandem axles. Class C tows are vehicles over 33,000 pounds.



Vendor	Sector	Roadway	Begin MP	End MP	Mileage (approx.)	Maximum Class A Response (minutes)	Maximum Class B/C Response (minutes)
Excalibur Towing	1a	HEFT	0	23	23	25	45
Kauff's of Miami	1b	HEFT	23	43	20	25	45
Severe Incident Response Team	2a	Sawgrass Exp. SR 869	0	22	22	20	45
Severe Incident Response Team	2b	HEFT/SPUR and Mainline	43	75	36	20	45
Priority Towing	3a	Mainline	75	116	41	30	45
Kauff's of Fort Pierce	3b	Mainline	116	152	36	25	45
Kauff's of Fort Pierce	4	Mainline	152	193	41	30	45
Johnson's Wrecker	5	Mainline	193	229	36	40	60
Johnson's Wrecker	6a	Mainline	229	267	38	30	45
		SR528	0	8	8	30	45
The Car Store	6b	Mainline	267	309	42	25	45

**Table 3 - STARR Vendor Summary (January 1 – November 30)**



**STARR vendor Kauff's of Miami trucks undergoing testing and inspection**

Table 4 below lists the STARR vendors operating from December 1, 2014, through December 31, 2014, under contracts awarded effective December 1, 2014.

Vendor	Sector	Roadway	Begin MP	End MP	Mileage (approx.)	Maximum Class A Response (minutes)	Maximum Class B/C Response (minutes)
Excalibur	1	Heft	0	43	43	25	45
SIRT	2a	Sawgrass Exp. SR 869	0	22	22	20	45
SIRT	2b	HEFT/SPUR and Mainline	43	75	36	20	45
<b>Priority*</b>	3a	Mainline	75	116	41	30	45
<b>❖ Contract extended due to contractual protest</b>							
Tri-County	3b	Mainline	116	152	36	30	45
Tri-County	4	Mainline	152	193	41	45	60
Johnson's	5	Mainline	193	229	36	45	60
Johnson's	6a	Mainline	229	267	38	30	45
		SR528	0	8	8	30	45
Car Store	6b	Mainline	267	309	42	30	45
Crockett's	7a	SR589	2.2	19	16.8	30	45
		SR568	0	3	3	30	45
Crockett's	7b	SR589	19	55	36	20	45

**Table 4 - STARR Vendor Summary (December 1 – December 31)**





## 6. STARR Vendor Performance Measures

### 6.1 Vendor Performance

Vendor performance is tracked continuously, with routine updates of on-time arrival percentage and average response times provided to the vendors. The updates allow the vendors to quickly identify issues and make changes to their operations plan as needed. In addition, end-of-month and year-to-date performance is discussed with the vendor at the regular performance review meetings.



### 6.2 Detailed Vendor Performance

Final determination of the 2014 percentage of on-time responses for each vendor is illustrated in Figure 6. As shown in the graphic, the yearly average percent of on-time responses ranged between 69 percent (Kauff's of Miami, Sector 1b) and 95 percent (Priority, Sector 3a) over the course of 2014.

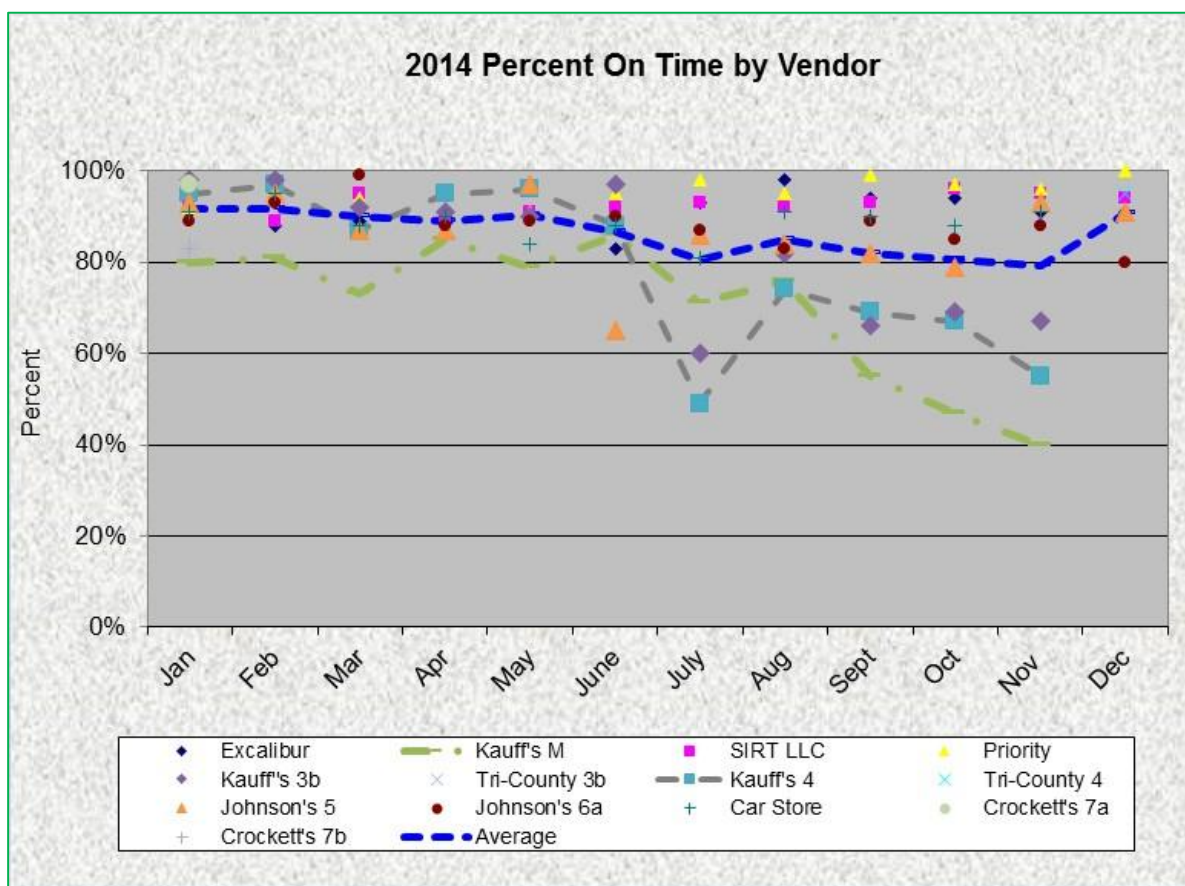


Figure 6 – 2014 On-Time Percentages by Vendor



Final determination of the 2014 percentage of average arrival time for each vendor is illustrated in Figure 7. As shown in the graphic, the yearly average arrival time ranged between 16 minutes, 50 seconds (SIRT, Sectors 2a/2b) and 28 minutes, 05 seconds (Johnson's, Sector 5) over the course of 2014.

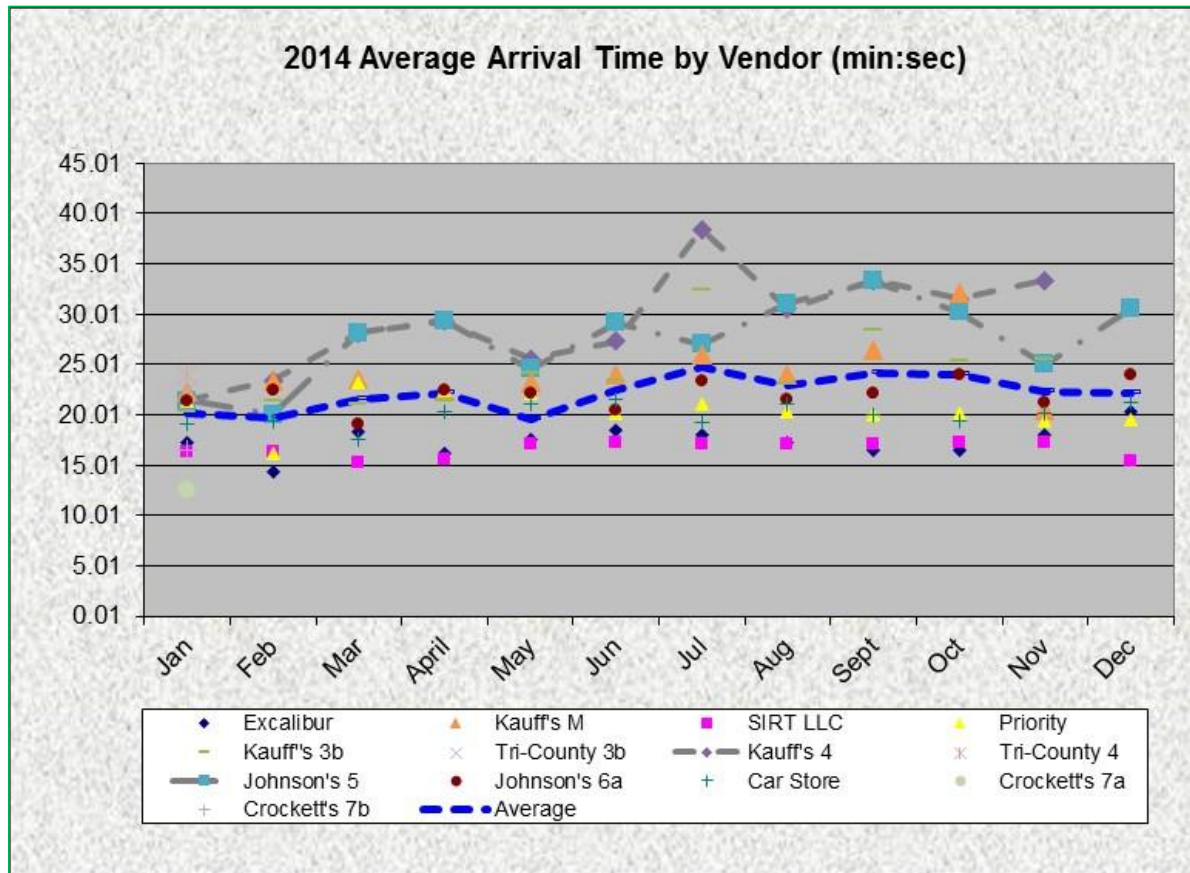


Figure 7 – 2014 Average Arrival Time by Vendor

Figure 8 shows a comparison of how each vendor performed in the area of improving their contractual response times. All vendors with the exception of Kauff's of Miami averaged better than their committed contractual arrival times, ranging from Priority (3a) 31 percent to Kauff's Miami (1b) -2 percent.

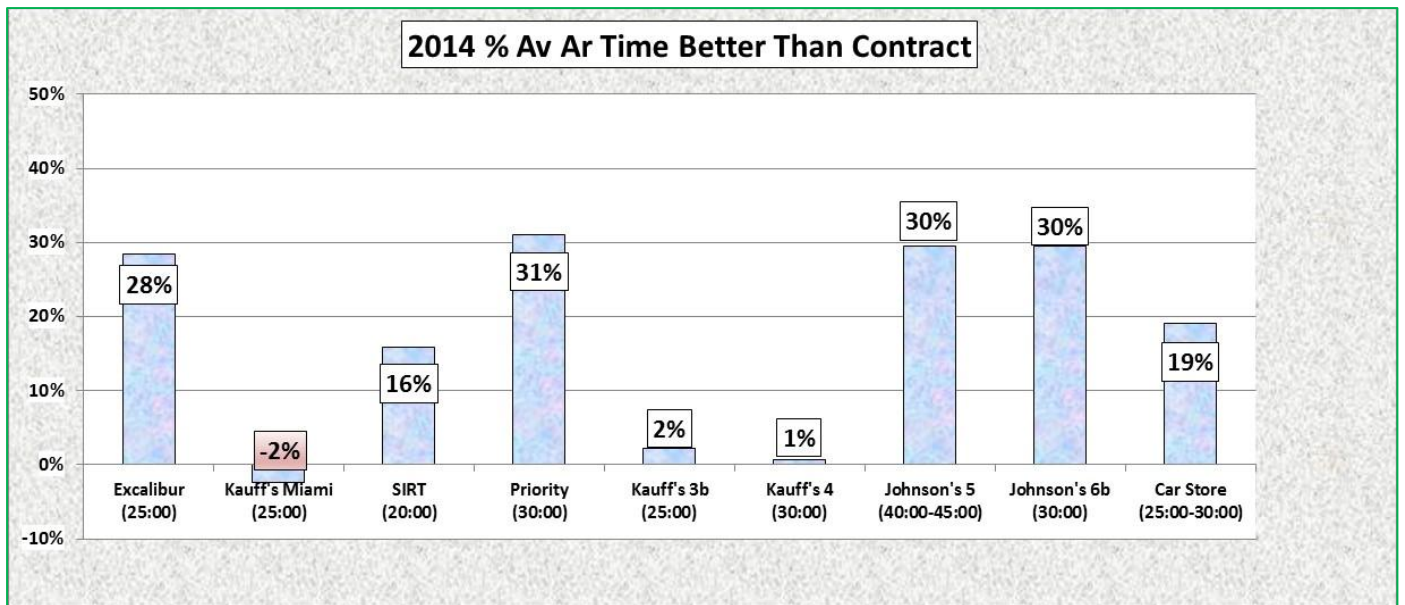
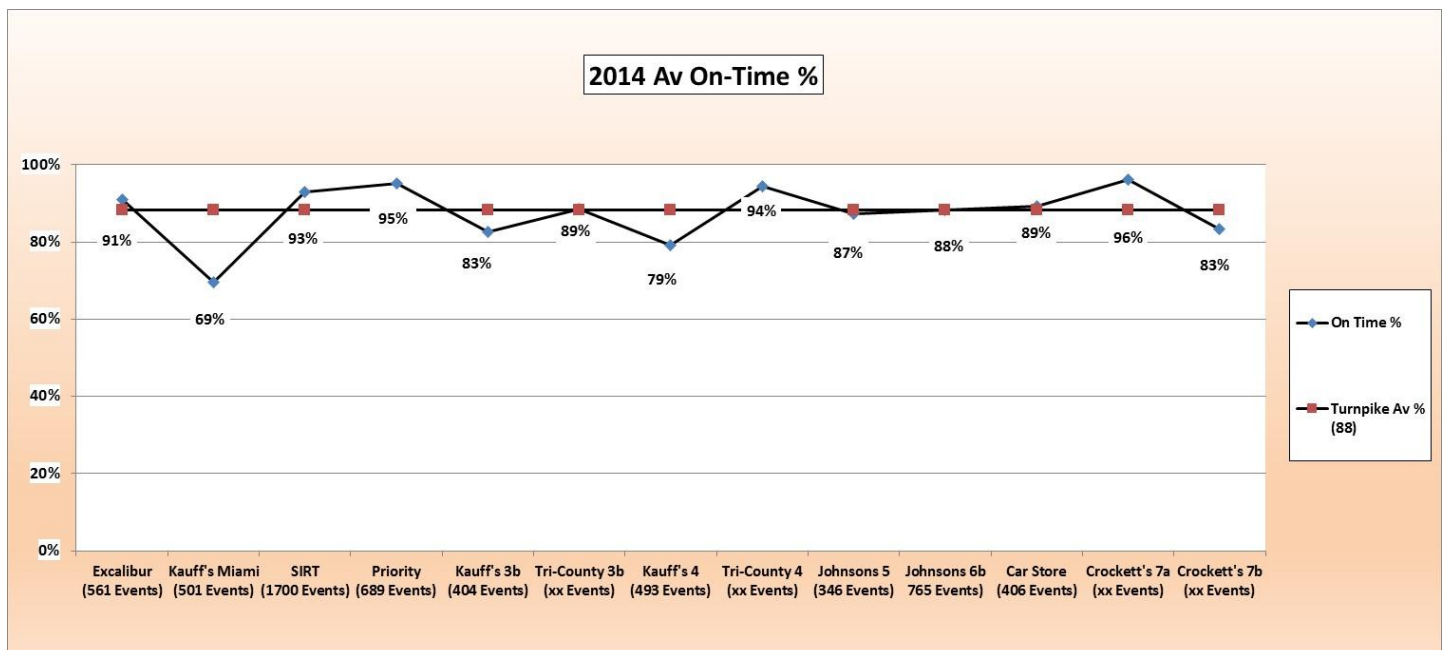
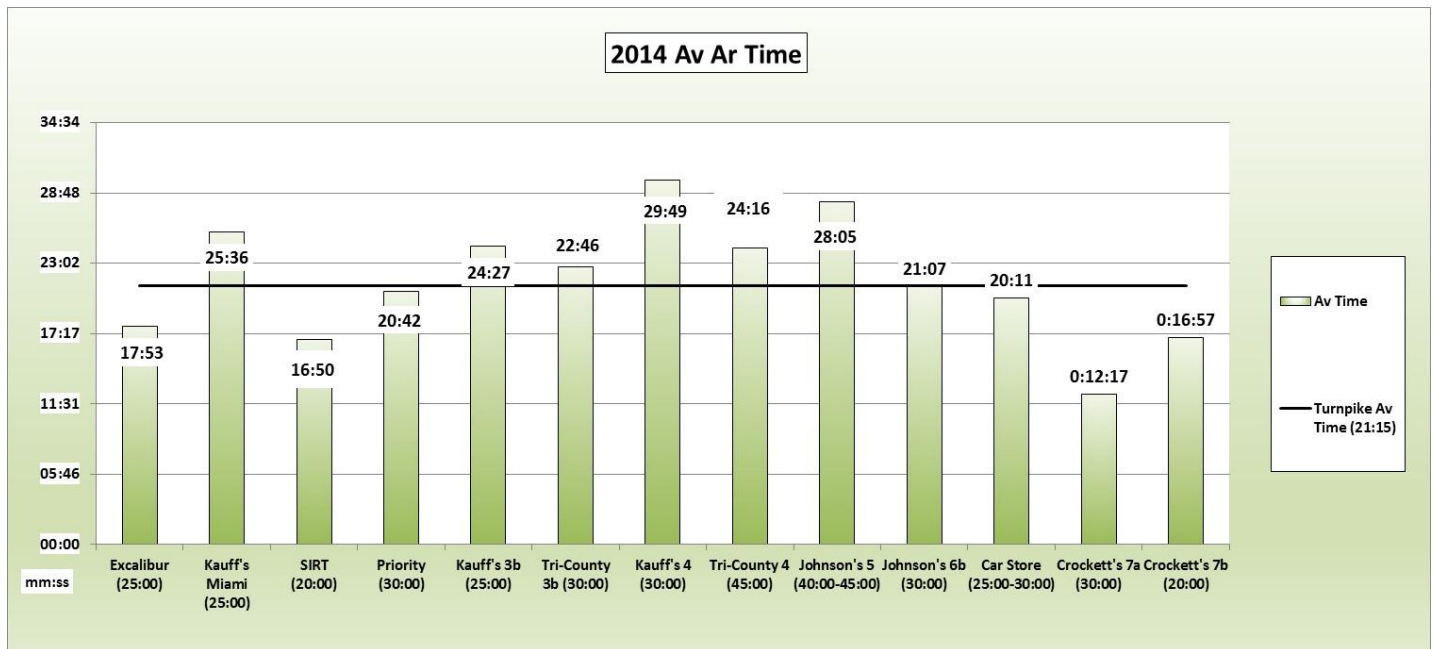


Figure 8 – 2014 Vendor Average Arrival Time Better Than Commitment

Figure 9 compares each vendor to the Turnpike-wide average in on-time arrival and average arrival time:





**Figure 9 - Individual Vendor Performance**

Table 5 contrasts the contractual time and average arrival time for each STARR vendor for 2014:

Vendor (Sector)	Contractual Time	Average Arrival Time
Excalibur (1a)	20:00	17:53
Kauff's of Miami (1b)	25:00	25:36
SIRT (2a/2b)	20:00	16:50
Priority (3a)	30:00	20:42
Kauff's of Fort Pierce (3b)	25:00	24:27
Tri-County (3b)	30:00	22:46
Kauff's of Fort Pierce (4)	30:00	29:49
Tri-County (4)	45:00	24:00
Johnson's (5)	40:00/45:00	28:05
Johnson's (6a)	30:00	21:07
Car Store	25:00/30:00	20:13
Crockett's (7a)	30:00	12:55
Crockett's (7b)	20:00	16:57

**Table 5 – 2014 Vendor Contractual Time vs. Average Arrival Time**

## 7. Key Aspects

### 7.1 Safety

The safety of STARR and Turnpike customers (both those needing assistance and those affected by incident congestion) as well as Road Ranger Safety Patrol, FHP, Fire Rescue and other First Responders continued to be the Program's primary goal in 2014. Quick response and safe clearance minimizes the potential of secondary crashes that are frequently more serious than the original incident



#### 7.1.1 Customer Safety

Turnpike customers are not required to use a STARR vendor for towing or other services, even if the STARR is dispatched to them for service. To help ensure the safety of a customer refusing service, the STARR Operator is required to:

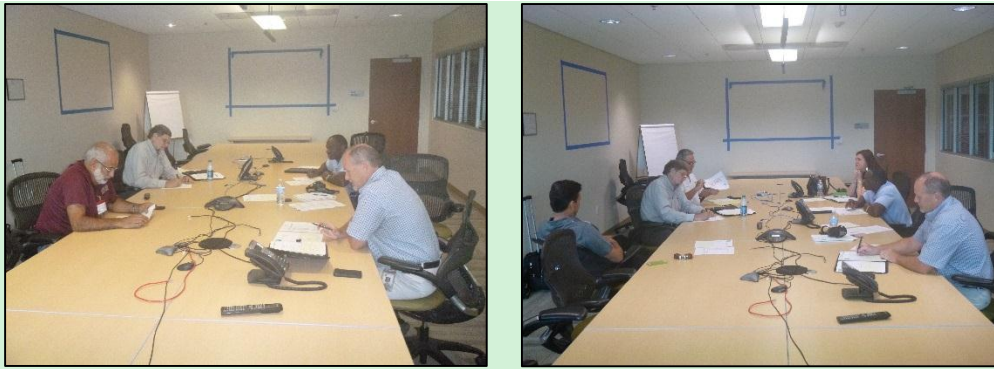
- Provide emergency relocation of a customer vehicle from a hazardous location
- Allow the motorist to use the STARR vendor's cell phone to call a motor club or another towing service
- Provide free one-way transportation in the service vehicle to the nearest service plaza so the customer can make their own service arrangements.

FTE pays the STARR vendor a \$35 MOA (made own arrangements) fee under these circumstances. STARR vendors are also paid \$35 in the event the vehicle is gone on arrival (GOA), \$50.00 for servicing or towing a FHP or Turnpike vehicle, \$100 for clearing debris from the roadway and for relocating a vehicle out of the travel lanes.

Type	MOA/GOA	FHP/TPK Vehicle	Debris	Relocate
Number	552	134	2	3
Amount Paid	\$19,320.00	\$6,700.00	\$200.00	\$300.00

Quarterly permit fees paid by the vendors offset the total payment amount of \$24,965.00 for the Florida Department of Transportation.





**Progress Meetings with STARR original vendors Excalibur and SIRT**

### 7.1.2 Responder Safety

To minimize the potential of harm to Turnpike first responders, STARR requires the use of proper equipment being utilized by properly uniformed and trained personnel in responding to incidents on high-speed roadways.



**Johnson's operator Charlie Wright wearing his ANSI 3 safety apparel stands with his truck equipped with high-intensity rear LED lighting to provide clearer vision during night operation.**



**Car Store Operator Steve Nemkovich wears a Breakaway Safety Vest ANSI Class 3 visibility with a unique, breakaway design for improved safety. The breakaway design features five breaking points which allow the vest to come apart should it be caught in moving parts or snagged on passing motor vehicles or materials.**

#### 7.1.2.1 Secondary Crashes

Whenever an incident occurs, there is a significant probability of a secondary incident, which can be more serious than the initial event. Secondary incidents are not limited to crashes but also include engine stalls, overheating, and running out of fuel. Nationally, it is reported that approximately 20 percent of all incidents are secondary incidents.<sup>2</sup> For 2014, 340 secondary crashes, 3.4% of all crashes, were recorded by FTE.

<sup>2</sup> Federal Highway Administration Office of Operations Webpage, "Traffic Incident Management," [www.ops.fhwa.dot.gov/aboutus/one\\_pagers/tim.htm](http://www.ops.fhwa.dot.gov/aboutus/one_pagers/tim.htm)

Reduction of secondary crashes continues to be FTE priority. STARR vendors, with prompt response to incidents and safe, quick clearance of travel lanes, are a key component of the secondary crash reduction program.

## 7.2 Stakeholder Relations (Service Performance Comment Form)

The 2014 statistics for the Service Performance Comment Cards show that the STARR program continues to be well received by FTE stakeholders. There were only four Service Performance Complaint Comment Forms received for 6,430 events, a rate of only one complaint for every 1,607 calls (0.06 percent). In general, the complaints concerned operational questions related to dispatch of trucks, response time and on-scene operation. It should be noted that only one of the four received was a motorist complaint regarding pricing (issue was resolved) and it continues to be a positive factor that the number of complaints received in 2014 was consistent with the number received in 2013. In addition, 1 commendation Service Comment Form was received during 2014, 20 percent of the total number of comments received.

Mr. and Mrs. Frederick Willis of Miami Shores wrote a letter regarding SIRT operator **Windell Thompson**:  
**On 6/28 we had the misfortune to have a blowout on the Turnpike near Atlantic Blvd. Your driver Dell came out to help us by towing us to Walmart to have the tire repaired. I want to compliment you on having such an honest, courteous worker. Please pass on our thanks to Dell.**

2014	Customer Complaint	Dispatch	Response Time	Price	Operational Issue	Commendation	Total
Excalibur	0	0	0	0	0	0	0
Kauff's Miami	0	0	0	0	0	0	0
SIRT	1	0	0	0	0	1	2
Priority	0	0	0	0	0	0	0
Tri-County	0	0	0	0	0	0	0
Kauff's	0	0	0	0	1	0	1
FTT LLC	0	0	0	0	0	0	0
Car Store	0	0	0	0	1	0	1
Johnson's	0	0	1	0	0	0	1
Crockett's	0	0	0	0	0	0	0
Total	1	0	1	0	2	1	5

**Table 6: Vendor/type breakdown of Service Performance Comment Forms Received 2014**

## 7.3 Rates and Fees

Vendors may only charge the maximum rates and fees as determined by FTE (pages 24-24). With a single exception, vendors charge the FTE rates for most services. Car Store submitted lower maximum rates for most items in their proposal and may not charge more than their submitted rates. Prior to providing service, the STARR operator is obligated to advise the customer of the estimated cost for repairs or towing services. In addition, the rates and fees for such services are printed on the back of each invoice for the customer's preview and are also available on the Florida's Turnpike Enterprise website.

## 7.4 Operator Qualifications/Training/Certification

Turnpike staff maintains individual files on operators permitted to work on the STARR program. STARR Operators continue to receive appropriate training through a combination of tow industry trainers, FTE trainers and vendor in-house trainers. This training provides a high level of roadside assistance and professional towing and recovery services on our high-speed facilities. STARR Operators receive training in:



- Proper vehicle positioning
- Traffic control devices
- Proper loading/securing and axle weight distribution
- Up-righting vehicles
- Traffic Incident Management—including quick clearance practices
- Emergency light use
- Safety procedures for high speed limited access roadways

Each STARR Operator is required to obtain, within the first six (6) months of service, National Driver Certification from the Towing and Recovery Association of America (TRAA) for Level I Light Duty Towing and Recovery. TRAA is the only national training association representing the towing and recovery industry.

Turnpike staff maintain training and certification files on operators permitted to work on the STARR program.



## 7.5 Annual Vendor Evaluation

To gauge the operational performance of STARR vendors, a rating system and periodic reviews of Vendor operations are used.

### 7.5.1 Performance Measures

Performance measures for the STARR program include, but are not limited to:

- Number and percentage of on-time responses
- Average response time
- Number/percentage of customer complaints and/or billing issues
- Customer satisfaction – Service Performance Comment Forms and Customer Brochure Comment Cards
- Results of performance reviews

### 7.5.2 Customer Brochure Feedback Cards

During 2014, tow operators continued to distribute to their customers an informational brochure which contained a postage-paid comment card. 335 customer comment cards were received, of which all were positive. Using a scale of 1 to 5, with 5 being very satisfied, the majority of the customers who returned a card rated their experience a “5”, showing they were very satisfied with their experience with the tow operator and or office. Since the inception of the Comment Card in 2011, 1,467 responses have been received and all but two have been positive. In addition to giving a numerical score (1 to 5, with 5 being very satisfied), the comment card also gives the customer an opportunity to add an additional statement. It should be noted that

SIRT Emerald operator Adam Marcus, Turnpike Responder of the Quarter Winner, again received the highest number of customer commendations in 2014.



2014		
Company	Positive	Negative
Excalibur	0	0
Kauff's Miami	0	0
SIRT	250	0
Priority	0	0
Kauff's	8	0
Tri-County	0	0
Johnson's	77	0
Car Store	0	0
Crockett's	0	0
<b>TOTAL</b>	<b>335</b>	<b>0</b>

Company	Positive	Negative
Excalibur	1	0
Kauff's Miami	0	0
SIRT	705	0
Westway / Priority	74	1
Kauff's	20	0
Tri-County	380	0
FTT	187	0
Johnson's	95	1
Car Store	3	0
Crockett's	0	0
<b>TOTAL</b>	<b>1465</b>	<b>2</b>

**Table 7: Vendor/type breakdown of Customer Comments Received 2014/Program**

### 7.5.3 Vendor Performance Evaluation Scores

For the time period of June 15, 2013, through January 31, 2014, each vendor's performance was evaluated through a uniform evaluation that was developed to rate STARR vendors. The evaluation consisted of three parts: Performance and Professionalism, Response Times, and Customer Service. Specialized forms are used by each evaluator in the evaluation process, as seen on page 23.



The Performance and Professionalism portion of the evaluation is modeled after the standard Contractor Field Performance Report. The ten rated items are specific to the STARR program. Evaluations of each vendor's performance were conducted by major stakeholders in the plan: For FHP, the district Captain and the regional communications manager; for FTE, the TMC manager, the Roadway Zone Manager, and the STARR Administrative and Operations Managers. Where applicable, the rater utilized input from

staff that works with the vendors on a regular basis. Scores for each vendor were combined to determine a score for Performance and Professionalism.

Response Times are scored using the percentage of on-time responses for the evaluation period. Customer service is evaluated through the use of the Service Performance Comment Forms, with complaints subtracting from the total and positive comments adding to it. Scores for the three parts are combined to determine an overall rating for each vendor.

June 15, 2013 to Jan 31, 2014			
Sector	Vendor	Score	Ranking
1a	Excalibur	92.0	3
1b	Kauff's of Miami	91.2	4
2a, 2b	SIRT	93.7	2
3a	Priority	89.4	6
3b,4	Kauff's of Fort Pierce	93.8	1
5	Johnson's	86.3	8
6a	Johnson's	90.4	5
6b	Car Store	88.4	7
	<b>Average</b>	<b>90.6</b>	

**Table 8: Vendor Evaluation Scores 2014**

The average score of 90.6 shows that the program has an overall rating of “excellent.”

#### **7.5.4 Hurricane Evacuation Plan Wrecker Support**

STARR vendors provide services to assist FHP and FTE during a hurricane evacuation or other major event and are integral to the Turnpike's response plan. As part of the FTE Emergency Management team, STARR vendors are participants in the Wrecker Support Component of the FTE Hurricane Evacuation Operation Plan. Table Top Meetings are held with the STARR vendors to discuss the utilization of vendors' vehicles and operators to supplement FTE and FHP efforts in maximizing the continuous and safe flow of extremely high volumes of traffic prior to landfall of a tropical storm or hurricane.



The STARR vendors are contracted with the Turnpike to provide light and medium-duty wreckers, patrol vehicles, and support units in accordance with the Wrecker Support Component of the FTE Hurricane Evacuation Operation Plan. The Plan consists of two parts: the prevention plan and the one-way plan. Vendors may be activated for both.

## STARR Customer Brochure

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

BUSINESS REPLY MAIL  
FIRST CLASS PERMIT NO. 4573  
FORT LAUDERDALE, FL 33401

FLORIDA TURNPIKE ENTERPRISE  
FLORIDA TURNPIKE - TRAFFIC OPERATIONS  
PO BOX 513069  
FORT LAUDERDALE, FL 33401-3069

**IF YOU NEED ASSISTANCE on Florida's Turnpike:**

- Call \*FHP (\*347) to connect with the Florida Highway Patrol for dispatch of Safety Patrol, if available, or STARR Tow Operators.
- You may make your own arrangements for service, unless you are involved in a crash or other police-involved action.

**511**

**REAL-TIME TRAFFIC INFORMATION**


For detailed traffic information, including traffic incidents and construction, traffic cameras, message boards, and estimated travel times for roadways across the state of Florida, please visit [FL511.com](http://FL511.com) or dial 511 before you go.

**MOVE OVER  
It's The Law!**

**Florida's Turnpike Enterprise**

**Specialty Towing & Roadside Repair (STARR) Services Program**

**FLORIDA'S TURNPIKE**



**Safety Tips for Motorists Broken Down on Roadways**

If you are stranded on the roadside take extra precautions to make sure you stay safe and to help ensure the safety of other motorists:

- **Move** your car out of the travel lane. Pull off to the right side of the road, onto the shoulder to a safe location to minimize the danger of getting struck by oncoming traffic.
- **Turn** on your hazard lights; call \*FHP (\*347) for assistance.
- **Wait** for help as far away as possible from your car and traffic if you need to exit it. If there is guardrail or other barrier, stand behind it.

**MOVE IT  
YES YOU CAN!**

In the State of Florida, if you are in a minor accident where there are no injuries and your vehicle is obstructing traffic—MOVE IT. Yes You Can! It's The Law!


**What is the STARR program?**

Florida's Turnpike Enterprise's Specialty Towing and Roadside Repair Services Program (STARR) assists in meeting the goal of providing safe and quick clearance by contracting with area tow companies to respond to Florida Highway Patrol (FHP) calls for incidents or motorist services.

The STARR program provides fee-based light and medium duty towing and minor vehicle repairs on Florida's Turnpike, Homestead Extension, Sawgrass Expressway and the Turnpike-maintained section of the Beachline Expressway.

Contracted response times for light duty wreckers vary from 20 – 30 minutes in urban areas to 40 minutes in rural areas.


- Contracted tow companies are authorized to provide service with maximum fees set by the Turnpike.
- STARR Operators are certified by the Towing and Recovery Association of America and are trained to work safely under high-speed traffic conditions.
- STARR service vehicles and facilities are inspected to meet STARR specifications. Authorized STARR service vehicles can be identified by the Florida's Turnpike decal.



**Is it free?**

STARR is **NOT** free. Charges apply for all STARR services:

- 24/7 Service via FHP dispatched response (call \*FHP)
- The STARR operator will provide a fee sheet prior to providing service.
- Minor services include:
  - Tire changes
  - Emergency gas
  - Jump starts
  - Simple lockouts
- Local or long distance tow services are available



**Safety Patrol**

- Florida's Turnpike Safety Patrol/Road Rangers provide free services. However, patrol hours are limited and other incidents may take priority. *There may be a significant wait time for the Safety Patrol/Road Ranger to arrive.*
- STARR is not part of the Florida Department of Transportation's free Road Ranger program.

**Payment Information**

- Payment for services both at the scene and at the storage facility office may be made by cash, credit cards (Visa, MasterCard) or traveler's checks. The tow vendor requires additional verification/documentation for payment by credit card over the telephone.
- The STARR tow and service rates and fees are approved and monitored by Florida's Turnpike.
- Typical tow yard business hours are: Monday-Friday, 7 a.m. to 7 p.m., Saturday 8 a.m. to 1 p.m., Closed on Sundays and holidays.
- After-hours requests for vehicle release subject to a maximum \$50 fee. Mileage fee begins from start point of tow hook up; for more information and rates: [www.floridasturnpike.com](http://www.floridasturnpike.com). Select 'Traveler Information'. Then select 'Motorist Assistance Guide'.

Program questions and concerns can be sent to Florida's Turnpike at:  
[JIM.HILBERT@DOT.STATE.FL.US](mailto:JIM.HILBERT@DOT.STATE.FL.US)

**Your comments are important to us. Please take a few minutes and rate the following questions on a scale of 1 to 5**

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied

- How would you rate the overall STARR experience? 1 2 3 4 5
- Quickness of the service truck getting to you? 1 2 3 4 5
- Operator courtesy? 1 2 3 4 5
- Amount of time to repair your vehicle or tow from scene? 1 2 3 4 5
- Ability of the STARR operator to assess your problem? 1 2 3 4 5
- Tow office staff courtesy? 1 2 3 4 5 N/A
- Amount charged? 1 2 3 4 5 N/A

Date/Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Additional Comments: \_\_\_\_\_

(Please detach card and mail.  
No postage needed)

## STARR Vendor Evaluation Form



### Florida's Turnpike Enterprise Specialty Towing and Roadside Repair Services Program (STARR)

#### Vendor Performance & Professionalism Evaluation

Evaluation Period: From 06/15/2013 to 01/31/2014

Vendor Name: SIRT (mm 43-75/Sawgrass)

Date: \_\_\_\_\_

Rater representing (pls initial):

☒ FHP Captain Brown

FHP Dispatch

Turnpike TMC & TMC-LW

Roadway Zone Manager

STARR Administrative Manager

STARR Operations Manager

#### Grading scale:

10 – Outstanding

7 – Satisfactory

9 – Excellent

5 – Unsatisfactory

n/a – not applicable or don't know

8 – Good

3 – Poor

		Grade
1. Operator performance and competency	Comment: _____	_____
2. Operators follow Quick Clearance practices	Comment: _____	_____
3. Operators follow scene safety guidelines	Comment: _____	_____
4. Condition of tow trucks and equipment	Comment: _____	_____
5. Condition of facility (office, yard, garage)	Comment: _____	_____
6. Care and custody of stored vehicles	Comment: _____	_____
7. Attitude and responsiveness of management	Comment: _____	_____
8. Extent and clarity of records and documents	Comment: _____	_____
9. Dispatcher and operator communication / cooperation	Comment: _____	_____
10. Operator response and service with motorists	Comment: _____	_____
Total		_____
Rater Initial _____		



## STARR Rates & Fees



### Appendix D Maximum Rates and Fees

#### Light Duty Class A

Vehicle GVWR under 10,000#

<b>Roadside Service</b> <i>Includes first 30 minutes</i>	\$75	<i>No tow</i> Tire change, jump start, etc. Out of fuel (plus fuel cost) Winching back onto roadway
Mileage	N/A	
On-scene service	\$25	per ¼ hour (after first 30 minutes)
<b>Standard Customer Tow</b> <i>Includes first 30 minutes</i>	\$75	<i>Hook-up and go</i> (Direct customer request or FHP assisted. No Tow Sheet.)
Plus mileage	\$5	per mile
Winching back onto roadway	\$50	
Other or additional service	\$25	per ¼ hour (after first 30 minutes)
<b>Police Directed Tow</b> <i>Includes first 30 minutes</i>	\$100	Crash vehicle removed from incident scene, impoundment for arrest or investigation, remove and impound abandoned vehicle. (Tow Sheet required.)
Plus Mileage	\$5	per mile
Recovery	\$50	Upright overturned car, winching back onto roadway, vehicle in the water
Other or additional service	\$25	per ¼ hour (after first 30 minutes)
<b>Miscellaneous</b>		
Administration fee	\$30	For title and lien search, advertising, owner and lien holder notification plus actual documented fees imposed by State of FL.
Additional labor	\$20	per ¼ man-hour

**Notes:**

Mileage fee begins at point of service.  
Time over 30 minutes requires detailed Vendor documentation of services rendered.  
The above rates are not mandated, but may not be exceeded.



## STARR Rates & Fees

### Medium Duty Class B

Vehicle GVWR 10,000 to 33,000#

(Includes vehicles with dual wheels but not tandem axles)

<b>Standard Customer Tow</b> <i>Includes first 30 minutes</i>	\$200	<i>Hook-up and go</i> (Direct customer request or FHP assisted. No Tow Sheet.)
Plus mileage	\$6	per mile
Winching back onto roadway	\$100	
Other or additional service	\$35	per ¼ hour (after first 30 minutes)
<b>Police Directed Tow</b> <i>Includes first 30 minutes</i>	\$200	Crash vehicle removed from incident scene, impoundment for arrest or investigation, remove and impound abandoned vehicle. (Tow Sheet required.)
Plus Mileage	\$6	per mile
Recovery	\$100	Upright overturned vehicle, winching back onto roadway, vehicle in the water
Other or additional service	\$35	per ¼ hour (after first 30 minutes)
<b>Miscellaneous</b>		
Administration fee	\$30	for title and lien search, advertising, owner and lien holder notification plus actual documented fees imposed by State of FL.
Additional labor	\$20	per ¼ man-hour
Trailers, if towed separately	\$75	

**Notes:**

Mileage fee begins at point of service.

Time over 30 minutes requires detailed Vendor documentation of services rendered.

The above rates are not mandated, but may not be exceeded.

## STARR Rates & Fees

### Heavy Duty Class C

Vehicle GVWR over 33,000#

(Truck tractor and semi-trailer considered one vehicle unless required to tow separately)

<b>Standard Customer Tow</b>	\$300	<i>Hook-up and go</i>
<i>Includes first 30 minutes</i>		(Direct customer request or FHP assisted. No Tow Sheet.)
Plus mileage	\$7	per mile
Winching back onto roadway	\$150	
Other or additional service	\$50	per ¼ hour (after first 30 minutes)

<b>Police Directed Tow</b>	\$300	Crash vehicle removed from incident scene, impoundment for arrest or investigation, remove and impound abandoned vehicle. (Tow Sheet required.)
<i>Includes first 30 minutes</i>		
Plus Mileage	\$7	per mile
Recovery	\$150	Winching back onto roadway, vehicle in water
Other or additional service	\$50	per ¼ hour (after first 30 minutes)

<b>Miscellaneous</b>		
Administration fee	\$30	For title and lien search, advertising, owner and lien holder notification plus actual documented fees imposed by State of FL.
Additional labor	\$20	per ¼ man-hour
Trailers, if required to tow separately	\$75	
	\$7	per mile
Low boy tractor trailer w/driver	\$200	per hour
Other additional required equipment	Prevailing rate	
Requiring professional certified dive team	Prevailing rate	

**Notes:**

Mileage fee begins at point of service.

Time over 30 minutes requires detailed Vendor documentation of services rendered.

The above rates are not mandated, but may not be exceeded.

## STARR Rates & Fees

### Storage Fees

#### Class A vehicles

under 10,000# GVWR

Storage fee (company yard) after 6 hours	\$24	Day (24 hour increments)
Motorcycles, ATVs, other small vehicles	\$16	Day (24 hour increments)
Inside storage	\$40	Day (24 hour increments)
Trailers, over 25 Ft.	\$36	Day (24 hour increments)

#### Class B vehicles

10,000# to 33,000# GVWR

Storage fee after 6 hours	\$36	Day (24 hour increments)
Inside storage	\$60	Day (24 hour increments)
Trailers	\$36	Day (24 hour increments)
Securement of un-contained cargo	Equals % of load @ daily vehicle storage rate	

#### Class C vehicles

over 33,000# GVWR

Storage fee after 6 hours	\$40	Day (24 hour increments)
Inside storage	\$80	Day (24 hour increments)
Trailers & Semi-trailers (only if separation is required)	\$40	Day (24 hour increments)
Securement of un-contained cargo	Equals % of load @ daily vehicle storage rate	

After-hours requests for release	\$50	All vehicle classes
----------------------------------	------	---------------------

#### Notes:

- Calculation of storage fees begins when vehicle is unhooked from tow truck inside a secure structure or compound.
- No storage fee is charged if the vehicle is claimed within the first six (6) hours.

### Miscellaneous Fees (no customer)

Gone on arrival/Made own arrangements	\$35	Each occurrence
FTE/FHP Vehicle	\$50	Plus \$5 per mile over 20 miles
Relocation from travel lane	\$100	(No separate payment for GOA/MOA)
Debris pickup	\$100	Flat rate (for each responding unit)
FHP-Directed Evidence Tow	\$100	Each occurrence